

1. The Solicitation says "Translation services average approximately 3,688 words per month." Is this number accurate?

Response: This number is based on average per month over the past year.

a. It seems very low. Is it per language?

Response: No.

b. Would you please clarify?

Response: Actual words per month are based on the number and size of documents needing translation. Actual words per month could be higher or lower than the approximation.

2. Approximately what percent of interpretation services are simultaneous, consecutive and escort?

Response: 20% simultaneous, 70% consecutive, 10% escort

3. For on-site personnel, is there compensation for lodging, transportation, etc.? No. Should such expenses be included in our response?

Response: No.

4. What is the approximate number of visas to be processed per month?

Response: 70

5. Would you consider a proposal for written translation only?

Response: No

6. Is the certification from Small Business Administration to the fact that we are a Small Business Concern is mandatory. Would my sworn affidavit or a copy of our financial statements showing that our annual sales are approximately \$3 Million would be sufficient?

Response: Documentation is not required to be submitted with the proposal. Once we have selected the potential awardee we will notify the SBA. At that time SBA is required to confirm that the awardee is a small business.

7. Would the changes in this solicitation which supposed to be posted on November 21 change the delivery date of 8 January, 2013?

Response: The Government does not anticipate a change in the revised due date.

8. Where could I see the contract(s) of the incumbent?

Response: You can submit a FIOA request for the incumbent's contract at the following website: <http://www.hq.nasa.gov/office/pao/FOIA/>.

9. Do you need security cleared candidates on this solicitation? if so, which level?

Response: A security clearance is not required.

10. Is there an incumbent on this contract?

Response: Schreiber Translations, NNH08CC33C

11. Would you use interpreters that are not local?

Response: **Yes. Interpretation support can be performed by phone. On occasion, interpretation support may be needed at a NASA facility and in these cases NASA would fund the cost of the travel for the interpreter.**

12. Is this the first time this requirement has been procured, or is there an incumbent? If the latter, please provide the name of the incumbent.

Response: **Schreiber Translations, NNH08CC33C**

13. I.8 and Attachment E: The list of documents to which the IT security management plan and IT security plans must conform to is substantial. Having experienced a similar requirement with another agency (FISMA, NIST, FIPS 140-2, etc.), the easiest and most expedient and practical solution was found to allow the contractor access to the agency's SharePoint system. This allowed for monitored access as well as agency approved IT security with the contractor. Considering the unclassified nature of the material, as well as the time and monetary investment to create such a compliant system, we kindly ask that the customer consider an alternative solution to the contractor creating the requested plans. Such alternatives could be discussed with the contractor upon award.

Response: **At this time these plans are required as defined in the RFP.**

14. I.10: Please clarify the need for a detailed health and safety plan. Due to the non-hazardous, non-manual labor, and intermittent nature of the work to be performed, the requirement does not appear to merit anything beyond what is covered by OSHA and the contractor's general liability coverage. As well, the linguists who will perform the work will not be FTEs of the contractor. On these bases we kindly suggest that the requirement for a Health and Safety plan be removed.

Response: **The S&H Plan is required for all on-site contractors.**

15. Attachment B: Must linguists be cleared in advance or will the clearance process begin at the time of the request? Namely (albeit understanding the prevalence of certain languages), does the customer expect the contractor to have translators/interpreters in waiting for all possible languages listed in the SOW (e.g. Hakka, Sinhala, etc.) to be utilized across all NASA Centers?

Response: **No.**

16. SOW Section 1, (j): How many headsets would be needed? Would interpreter booths, transmitters, and receivers be required as well?

Response: **Historically 10-15 units have been required to support various events. Booths, transmitters, and receivers are not required**

17. SOW Section 2: “Oral interpreting requests as early as 2 hours before”. Will these requests be telephonic or on-site? If on-site, will all NASA Centers listed in the solicitation require last-minute interpreting requests?

Response: **No.**

18. SOW Section 3: Translation accounts for 70% and interpreting accounts for 20%. Does this mean that the remaining 10% will cover all other language-related services (website localization, narration services, instantaneous telephonic, etc.), or is the remaining 10% to include all non-language-related services (visa processing, etc.)?

Response: **The translation service accounts for 80%. A correction will be made to the solicitation.**

19. SOW Section 3.3: “Must provide these services on a case-by-case basis within 24 hours”: What is the normal amount of lead time on a request?

Response: **Three to five days.**

20. How often will 24 hour turnaround time requests happen?

Response: **Once or twice per year**

21. SOW Section 4: What are the approximate number of visa applicants per country?

Response: **70**

22. Visa processing varies according to the country from where the person comes. In order to accurately assess the cost on an FFP basis, we kindly request that numbers of visa applicants and their countries be provided.

Response: **Approximately 70 Russian Federation visas per month, including the countries of Eastern Europe such as Ukraine and Kazakhstan.**

23. SOW Section 4 and 4.1: Please clarify if the “Funding Visa Support” of an account with adequate funding is to be considered as a cost reimbursable component of this requirement. If it is not, please explain how the customer wishes for contractor’s to accurately, on a FFP basis, detail the anticipated costs for visa processing with an unknown number of visa requests.

Response: **Costs for visa processing are covered by the contract. The amount should be based on 70 visas per month.**

24. SOW Section 11: Will the telephonic interpreting require that the interpreter be on-site, or can it be done remotely?

Response: **It can be done remotely.**

25. Is there currently a telephonic system in place, or is it expected that the contractor would devise a system?

Response: **NASA will provide access to a telephonic system.**

26. SOW Section 11: What percentage of the overall interpretation work will be instantaneous over-the-phone interpretation?

Response: **5%**

27. Will the required over-the-phone interpretation be technical in nature (e.g. involve aerospace terms, etc.)?

Response: **Not generally**

28. SOW Section 12: What percentage of interpretation, translation, and visa processing work (respectively) is done at each of the NASA Centers?

Response: **All visa processing is done at NASA HQ.**

29. For each NASA Center, which languages are required for on-site work?

Response: **On-site work for interpretation and translation is not required, although on-site interpretation support may be requested for face-to-face interactions.**

30. Does translation at the contractor's site require that the translators perform the translations on the contractor site, or can the translations be done remotely from the translators' own homes?

Response: **This is at the contractor's discretion.**

31. Will there be reimbursement for travel costs should a linguist for a specific language be unavailable in a certain location? YES For example, if there isn't a Hakka interpreter located in Cleveland, OH, would NASA provide for travel reimbursement to bring one in from out of state to fulfill the SR?

Response: **Yes.**

32. Exhibit 2 "Price Proposal Table": We kindly request that the labor categories be specified in a CLIN structure. Without a baseline for labor categories, respondents can input data without a constant, creating an impossibility for the customer to accurately evaluate the respondents' pricing proposals. In order to allow for equality in evaluation, namely being able to compare each contractor's pricing for the same labor categories across the board, we request that labor categories and units of measurement in accordance with the SOW be implemented in Exhibit 2.

Response: **This question will be addressed in the revised solicitation.**

33. Exhibit 2 “Price Proposal Table”: Industry standard is to price translation as a per word rate and not an hourly rate. We kindly request that unite of measurement be changed accordingly for the document translation CLIN.

Response: **This question will be addressed in the revised solicitation.**

34. I.1 52.217-8 (p.2): In case of an option to extend services (FAR 52.217-8), may the offeror propose a price escalation for such an option period?

Response: **No. Rate increases will only be considered in accordance with the clause.**

35. I.3 (pp. 2-3): Can the Government please add the IT Security Management Plan (I.8(c)(3)) and the IT Security Plan (I.8(c)(4)) into the table of deliverables in Section I.3 ?

Response: **This question will be addressed in the revised solicitation.**

36. I.7 (p. 3): Will the Government provide adequate full-time working places for Offerors contract staff? Response: **Yes, we will accommodate up to 2 staff members.**

37. I.8(c)(4) (p. 4): I.8(c)(4) discusses the IT Security Plan (which I.8(c)(3) distinguishes from the IT Security Management Plan), but then I.8(c)(4) discusses delivery of the "IT Security Management Plan". Please clarify when the IT Security Plan and IT Security Management Plan are due.

Response: **30 days after award.**

38. I.18 52.212-5(c)(1,2,3) (p. 18): The Government has indicated that the Service Contract Act (SCA) is applicable on this contract. Can the Government provide the Equivalent Rates for Federal Hires and indicate which labor categories are government by the SCA? Furthermore, can the Government please confirm that no vendor determined price escalations four option years of the contract are to be used, but instead the price adjustments of FAR 52.222-43 will be applied for option year rates from the offeror? ??

Response: **The service contract act is not applicable. This question will be addressed in the revised solicitation.**

39. Attachment A.1(b) (p. 22): Can the Government clarify what notice (in terms of time allowed before service must be provided) the Contractor will be given for performing language support for any of the Primary languages? Can the Government clarify, for example, if this is governed by the 2 hour oral service request response time? (For example, could the COTR or TM request a given Primary language, say Portuguese, to be supported within 2 hours?)

Response: **All attempts will be made to provide at least three working days notice for interpretation support. Interpretation support is not governed by the two hour support, however, there may be an occasion of an urgent need for interpretation support where NASA may seek support as soon as possible.**

40. Attachment A.1(j) (p. 22): For offeror pricing purposes, can the Government clarify the maximum number of headsets which the Government would envision being required at one time?

Response: **The requirement will be driven by event. Historically 10-15 units have been required to support various events.**

41. Attachment A.1(l) (p. 22): Can the Government clarify what notice (in terms of time allowed before service must be provided) the Contractor will be given for instantaneous telephone interpreting services? Can the Government clarify, for example, if this is governed by the 2 hour oral service request response time? (For example, could the COTR or TM request instantaneous telephone interpreting services to be supplied within 2 hours? Section A.11 states "quick access". How much time constitutes "quick access"?)

Response: **All attempts will be made to provide at least three working days notice for interpretation support. Interpretation support is not governed by the two hour support, however, there may be an occasion of an urgent need for interpretation support where NASA may seek support as soon as possible.**

42. Attachment A.2 (p. 22): Can the Government please clarify which of the items listed in Attachment A.1 on p. 22 must be available on oral service requests within 2 hours notice from the COTR or TM?

Response: **Per the Statement of Work under General Description of Work sections a, b, c and l must be available on oral service request**

43. Attachment A.3.1 (p. 23): Can the Government please clarify if a request for an interpreter or translator with an exceptionally higher skill level and knowledge of technical terms is governed by the 2 hour oral service request response time? (For example, could the COTR or TM request support from an exceptionally higher skilled interpreter or translator within 2 hours?)

Response: **No this is not required.**

44. Can the Government provide the Past Performance Questionnaire in an form that can be manipulated electronically, say, Microsoft Word?

Response: **The information is in the PDF format to protect the integrity of the data. Please print off the document and hand write the information.**

45. Is there key personnel required on this Contract and if so, which are the key personnel? Are resumes required for the key personnel, and if so, are they included in the 15p page-limit?

Response: **Key Personnel is not required.**

46. p. 23 // Attachment A - SOW 3-Translation Services Are the anticipated scope figures for translation and interpreting correct? They seem very low for such a complex procurement.

Response: **Yes the translation and interpreting figures are correct.**

47. p. 24 // Attachment A - SOW 3.4-Certification Requirements

3.5-Special Requirements To what extent will the COTR allow the use of non-citizens for translation, editing, and interpreting tasks?

Response: **The COTR will allow use of non-citizens if the expertise exists.**

48. May a past performance questionnaire come from a customer not in the US? (This question is relevant as this work involves work in multiple languages, and not all such work is done in the US.)

Response: **Yes.**

49. The Price Proposal Table includes only labor hours, whereas the industry standard for translation is to charge a per word rate (which vary depending on the language), as opposed to an hourly rate. Also, how many hours for each labor category should be used for the price proposal?

Response: **This question will be addressed in the revised solicitation.**

50. 1852.223-73 (Safety and Health Plan) states that a detailed safety and occupational health plan must be submitted with offerors' proposals; however, Section I.3 (Delivery and/or Completion Schedule, page 3 of the Solicitation) states that it must be provided 30 days.

Response: **This question will be addressed in the revised solicitation. The S&H plan is required with the proposal.**

51. Is this a new or follow on requirement? If it is a follow on, please let us know the current contract number and value and incumbent name.

Response: **This is a follow on. The incumbent is Schreiber Translations, NNH08CC33C.**